

SCHEDULE 2

POSITION DESCRIPTION

Job Title	Night Operations Coordinator
Reports to	Maintenance Manager
Direct reports	None
Works with	GM – Infrastructure, Safety & Compliance Manager, Operations Manager, Marketing & Customer Experience Manager, Customer Experience team, all other airport staff, passengers, contractors and visitors.

General Information

Dunedin Airport is a public unlisted company, established under the Airport Authorities Act 1966, and incorporated in 1988. It is equally owned by the Crown and Dunedin City Holdings Ltd.

Our Values



Job Purpose To effectively and efficiently maintain and control all landside infrastructure. This role ensures that the landside infrastructure and facilities operate efficiently and effectively, providing premium service to its customers at all times.

Job Duties

- Undertake operational activities including traffic control, traffic management, plant maintenance, trolley management, safety, security, statutory compliance and customer service.
- Ensure a clean, safe and pleasant environment is maintained at all times in and around the airport premises.
- Provide outstanding customer service to all customers of Dunedin Airport.
- Facilitate key drops and bag drops for customers when required.
- Ensure that regular inspections, checks etc. are monitored and carried out as required.
- Responsibility for presentation and maintenance of all landside infrastructure as part of a proactive team.
- Assist the Maintenance Manager ensuring the department is adequately resourced at all times.
- Work with the wider Customer Experience team to provide a complete customer experience – assisting with their duties as required.
- Ensure that you are presented in an exceptional manner at all times in accordance with company standards.
- Champion the need for continuous improvement.
- Ensure all public transport operators are compliant with current rules and regulations.
- Liaise and co-operate with external contractors as requested.
- Attend and successfully pass any training required.
- Exhibit behaviour that is in accordance with Dunedin Airport's values.
- Be knowledgeable in emergency procedures and assist in emergency situations as required.
- Assist and support ground handling services for medical flights as required.
- Perform any such duties as may reasonably be required.

Safety

- Ensure that actions, or inactions, at work do not harm yourself or anyone else.
- Assist the Safety and Compliance Manager in ensuring a clean, safe and compliant environment is maintained throughout the premises.
- Ensure that regular inspections, checks etc. are monitored and carried out in line with a safety plan.
- Ensure compliance with the company's Safety Management System and associated procedures.
- Foster a safety-orientated environment.
- Ensure compliance with any emergency plan and procedures in place or introduced to the airport.
- Assist in monitoring the security of the facilities by ensuring that only authorised personnel gain access to designated and restricted operational areas.

- Report hazards as necessary into the airport's reporting system.

Key Performance Indicators (KPI)

- Acceptable audit results from internal and external parties.
- Customer survey results.

Skills/Qualifications Required

- Current drivers licence.
- First Aid Certificate (desired, not essential, as can be provided).
- Experience in control, monitoring and implementation of systems.
- Ability to be part of a team in a customer service environment.
- Able to pass security and background checks satisfied in accordance with Aviation Security requirements.

Key Attributes Desired

- Practical and pragmatic approach to problem solving.
- Customer centric.
- Safety and security focused.
- Effective relationship skills.
- Outcome focused.
- Strong work ethic and professionalism.
- High integrity & accountability.
- Positive, can-do attitude.
- Excellent communication skills – written and verbal.
- Highly organised and the ability to prioritise.
- Accurate and strong attention to detail.
- Exceptional inter-personal skills.
- Ability to adapt in variety of environments.
- Flexible and willing.
- Good computer literacy skills – MS Word, Excel and Outlook.